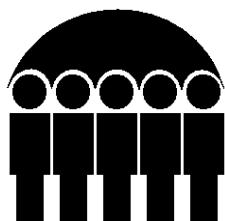


Revised December 14, 2007

Management Manual
Title 23
Chapter I

RANDOM MOMENT SAMPLE SYSTEM



Iowa
Department
of
Human Services

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Overview

The Random Moment Sample (RMS) system is used to find out what program or service a Department employee is working on and what kind of activity that employee is doing at a randomly chosen moment. The information collected through the RMS system is used to determine how various programs and services are funded with state and federal dollars.

Legal Basis

OMB Circular A-87 establishes cost principles and standards for state and local governments to determine administrative costs applicable to grants, contracts, and other agreements with state and local governments.

Randomly sampling workers to find out what they're working on is one of the federally approved methods of identifying worker effort. In the Department's federally approved cost allocation plan, the Department has chosen the RMS method rather than a 100% time reporting method.

Frequency of Sampling

One cycle of the RMS system is completed each calendar quarter as follows:

- ◆ First calendar quarter = January, February, March
- ◆ Second calendar quarter = April, May, June
- ◆ Third calendar quarter = July, August, September
- ◆ Fourth calendar quarter = October, November, December

Sample Population

The positions included in the RMS are all positions performing direct program functions that benefit one or more program or service areas, with the exception of positions performing managerial, supervisory, or administrative support functions.

Position List

The positions identified as meeting the RMS sample population definition are maintained in roster format by the central office RMS administrator.

The position list is reviewed and updated before the beginning of each quarter, based on information in the payroll files. Positions that are vacant when the position list is updated are not included.

The position list includes the following information:

- ◆ **POSITION NUMBER:** a seven-digit number for each position to be used in the RMS, as defined by the worker's assigned telephone number.
- ◆ **EMPLOYEE NAME:** name of the employee filling the position.
- ◆ **POSITION DESC:** classification title, such as SW1, SW2, SW3, IM1, IM2.
- ◆ **LOC CODE:** a location code which corresponds to the employee's office location, as defined by payroll files.

Core Work Hours

The RMS sampled moments are chosen from the Department's core work hours. For service areas using flex time, the core work hours in which the majority of staff are scheduled to work are used. The federally approved core work hours are 8:00 AM to 4:30 PM.

Sample Size

The sample size for the entire state is 2,700 sampled moments (observations) per quarter for social services workers and 2,700 sampled moments (observations) per quarter for income maintenance workers. These observed or sampled moments make up the sample and provide a statistically valid representation of all DHS workers in the field.

Sample Production

The central office RMS administrator produces the quarterly sample using the sample size (2,700), position list, and core work hours.

Once the sample of workers and moments has been produced, no changes are made to the sample data during the quarter. Any changes or additions to the position list or core work hours cannot be incorporated until the next sample is produced.

When the sample is created, each service area receives its Sample Control List, which is sent electronically. The lists are sorted chronologically and by location.

Note that if another worker has replaced a worker scheduled to be sampled, **the new worker should be sampled**. The RMS system samples the position, not the individual worker.

Sample Coordinators

Each service area shall appoint an RMS coordinator and at least one alternate coordinator to administer the random moment sample. (The alternate continues the sampling procedure in the coordinator's absence.)

Each service area determines how many additional alternates will be needed based on:

- ◆ The location of the workers being sampled,
- ◆ The number of workers being sampled,
- ◆ Available staff time, and
- ◆ Other pertinent factors.

The primary responsibilities of the RMS coordinator include the following:

- ◆ Acting as the communications link with the central office RMS administrator.
- ◆ Verifying that a sample taker has personally conducted 10 percent of the observations for randomly chosen moments.

Sample Takers

Each service area shall designate a sample taker and at least one alternate sample taker for each local or area office. Each service area office determines how many additional alternates are needed based on:

- ◆ The location of the workers being sampled,
- ◆ The number of workers being sampled,
- ◆ Available staff time, and
- ◆ Other pertinent factors.

The primary responsibilities of the sample taker include the following:

- ◆ Acting as the communication link with the RMS coordinator.
- ◆ Personally interviewing employees for 10 percent of the moments randomly chosen for observation to ensure sampling accuracy, electronic form completion, and quality control.
- ◆ Personally interviewing workers in designated rural offices by telephone or e-mail.

The purpose of having a sample taker personally interview workers for 10 percent of the sampled moments is to ensure overall sampling accuracy, form completion, and quality control in the RMS system.

It is very important that the RMS coordinators and sample takers complete these steps on an accurate and timely basis. Program and service funding for each quarter is based upon the information collected through the random moment sampling system.

Random Moment Observation

Forms 470-2777, *Random Moment Survey: Iowa SW*, and 470-2778, *Random Moment Survey: Iowa IM*, are the documents used to collect the work activity reported by the selected positions at randomly chosen moments.

Central office will issue the samples electronically at the exact moment of the sampled time and date.

If a position has become vacant during the quarter, electronically check boxes "400 Not Service Specific" and "999 INVALID RESPONSE" and initial the form, unless the position has been filled by another employee.



STATE OF IOWA

CHESTER J. CULVER, GOVERNOR
PATTY JUDGE, LT. GOVERNOR

DEPARTMENT OF HUMAN SERVICES
KEVIN W. CONCANNON, DIRECTOR

December 14, 2007

GENERAL LETTER NO. 23-I-2

ISSUED BY: Division of Fiscal Management

SUBJECT: Management Manual, Title 23, Chapter I, ***RANDOM MOMENT SAMPLE SYSTEM***, Title page, revised; Contents (page 1), revised; and pages 1 through 4, revised.

Summary

This chapter is revised to update the instructions to reflect current policies and procedures.

Effective Date

Immediately.

Material Superseded

Remove the entire Chapter I, from Management Manual, Title 23, and destroy it. This includes the following:

<u>Page</u>	<u>Date</u>
Title page	December 8, 1992
Contents (page 1)	December 8, 1992
1-5	December 8, 1992

Additional Information

Refer questions about this general letter to your area income maintenance or service administrator.